Maintenance and Service Platform
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Notes on the instruction manual

Please read through this manual carefully and observe the information it contains. This will assist you in preventing injuries and damage to property and ensure both reliable operation and a long service life for the device.

Please keep this manual in a safe place. If you pass the device on, also pass on this manual along with it. ABB accepts no liability for any failure to observe the instructions in this manual.
2 System overview

2.1 System Block Diagram

MSP can help maintenance engineers diagnosis and fix the remote KNX system problems. By scanning the bus of KNX to notify owner and maintainer what problems are to reduce the cost of maintenance, improve response speed and make customers more satisfied.
2.2 How does MSP work?

**Abbreviation**

TDM = Technical Distributor Manager | System Integrator Manager  
TDE = Technical Distributor Engineer | System Integrator Installer  
BO = Building Operator | Customer

**Process overview**

1. TDM, TDE and BO register their account on the MyBuildings portal.  
2. TDM creates a company and invites TDE and BO to the company.  
3. TDM assigns the designated TDEs to the designated BO.  
4. BO binds the edge device (with MSP service) to his MyBuildings account.  
5. TDE installs PC client and ETS software on the computer.  
6. TDE applies for access the MSP portal from BO when there is an error on BO’s KNX device.  
7. BO approves the access from TDE.  
8. TDE carries out maintenance.  
9. TDE completes the maintenance and enters the maintenance note.
3 MyBuildings account

3.1 Registering a MyBuildings account

Access the link: https://mybuildings.abb.com and click "Register". Fill in the form as required to register an account.
3.2 Activating the MyBuildings account

Please follow the steps below:

[1] On the "Signup Staging" email from the MyBuildings portal, click "Click here to signup".
[2] Tick the check box to select a custom type (e.g. "I am an expert customer").
[3] Enter the user name information.
[4] Select the country from the drop-down list.
[5] Select a job description from the drop-down list (e.g. "Electrician").
[6] Enter the user name.
[7] Enter the password twice (password must contain at least one uppercase character).
[8] Tick the check box “I accept the terms of use”.
[9] Click “Register”.
[10] The result is displayed on the screen.
On the "User account activation" email from the MyBuildings portal, click "Click here to activate your user account".

The account is activated successfully.
4  Technical Distributor Manager | System Integrator Manager

4.1  Pre-work

4.1.1  Registration as a company

Please follow the steps below:

[2] Enter the user name and the password.
[3] Click "Login".
[4] Click "Create company".

![Login Page](image1)

![Create Company](image2)
Enter the information of the company.
Tick the check box "I agree to the terms of use for the installer portal."
Click "Join now".
A promotion is displayed on the screen if successful.
Waiting for a MyBuildings' admin to approve the application.
On the email from the MyBuildings portal, click on the link.
Enter the information of the company.
Click "to save".

Sehr geehrte(r) Herr/Frau,

Vielen Dank für die Registriierungsanfrage und das Vertrauen in
das Installer Portal. Nur noch ein Schritt und unser Portal steht
Ihnen zur Verfügung.

Klicken Sie hier, um Ihren Zugang zum Installer Portal zu
aktivieren.

Der Aktivierungslink ist 7 Tage lang aktiv. Wenn Sie es nicht
gehabt haben, den Zugang zum Installer Portal innerhalb des
genannten Zeitraums zu aktivieren, wenden Sie sich bitte an den
Busch-Jaeger Vertriebservice.

KLICKEN SIE HIER, UM DIE ANGABEN ZU IHREM UNTERNEHMEN ZU]
VIEHULLSTÄNDIGEN

Mit freundlichen Grüßen,
Ihr Installer Portal | MyBuildings Portal Team

Please enter your details to complete your company profile.

E-mail *
jackycheng50@live.com

Address *
No.7 Fangshan South Road, Hi-tech area, Torch park, Xianggang District

description *
Your home is an expression of yourself. And with the ABB Door Entry System, you wont compromise impressive style for innovative
technology: the system is more than just a door video system – it is the future of smart home monitoring and security at your fingertips.
Depending on your requirements for a smart home, you have the choice between the ABB Welcome 2 video and ABB Welcome IP systems.

Fields marked * must be filled out!
[13] A promotion is displayed on the screen if successful.
[14] The login screen has been changed.
4.1.2 Inviting engineers

Please follow the steps below:

[1] On the home page, click "Company".
[2] Scroll down the page until you see the "Employee" title.
[3] Click "Invite employee".
[4] Enter the engineer's email.
[5] Click "Invite".
[6] Click "OK".

Repeat the steps 3-6 to invite the engineers one by one.
[7] Click "Invitations".
[8] The invited engineers are displayed on the screen.
[9] Click "Resend invitation" to resend an invitation (optional).
[10] Click " ” to remove the invitation (optional).
[11] If the engineer accepts the invitation, the result will be displayed on the "Employees" segment.
4.1.3 Inviting customers

Please follow the steps below:
[1] On the home page, click "Invite customers".
[2] Enter the customer's email.
[3] Click "Invite".
[4] Click "OK".
Repeat the steps 1-4 to invite the engineers one by one.
[5] Click "Invitations".
[6] The invited customers are displayed on the screen.
[7] Click "Resend invitation" to resend an invitation (optional).
[8] Click " " to remove the invitation (optional).
[9] If the customer accepts the invitation, the result will be displayed on the "Customers" segment.
4.2 Maintenance

4.2.1 Assigning the engineers to a customer

Please follow the steps below:

[1] On the home page, click "Customers".
[2] Enter the criteria.
[3] Click "Search".
[5] Click "Show user account".
[6] Click "Assign employees".

- Tick the check box to select the designated engineer.
- Untick the check box to remove the engineer.

[8] Click "To assign".
[9] The engineer has been assigned to the customer successfully.

Note
Multiple engineers can be assigned to the same customer.
5.1 Pre-work

5.1.1 Registration as an engineer

Please follow the steps below:

[1] On the email from the Installer portal, click on the invitation link (this link is valid for 7 days).
[2] Enter the user name and the password of the engineer.
[3] Click "Login".
5.2 Commissioning

5.2.1 Installing the PC client

Please follow the steps below:

[1] On the PC, double click to run "ABB MSP_Vx.x.exe".
[2] Tick the check box to accept the license.
[3] Click "Install".
[4] Click "Finish".

[5] " " will be displayed on the desktop if successful.
5.3 Maintenance

5.3.1 Accessing the engineer home screen

Please follow the steps below:

[2] Enter the user name and the password.
[3] Click "Login".
[4] Select the company from the drop-down list.
5.3.2 **Requesting the access from the customer**

Please follow the steps below:

1. On the engineer home screen, click "Customers".
2. Select the designated device.
3. Click "+".
4. Set the start time and end time.
5. Enter the notes.
6. Click "Send".

![Image of the ABB system interface showing the process of requesting access](image)
5.3.3 Implement maintenance

Please follow the steps below:

[1] On the engineer home screen, click "Customers".
[2] Select the designated device to maintain.
[3] Click "Start remote maintenance".
[4] Click "Start session".
[5] On a pop-up window, enter the user name and the password, click "Login in".
[6] Select the company from the drop-down list.
[7] Select the device to connect.
[8] Click "Connect".
[9] "Disconnect" will be displayed on the screen if successful.
[10] Run the "ETS5" program to maintain the device, please refer to the product manual of ETS5.
[11] After the maintenance is finished, the engineer can enter the notes then click "OK".
5.3.4 **History check**

Please follow the steps below:

1. On the engineer home screen, click "Customers".
2. Select the designated device.
3. Click "+".
4. Click "Maintenance history" to view the maintenance records.
5. Click "Notification history" to view the notifications.
6 Building Operator | Customer

6.1 Pre-work

6.1.1 Registration as a customer

Please follow the steps below:

[1] On the email from the Installer portal, click on the invitation link (this link is valid for 7 days).
[2] Enter the user name and the password of the customer.
[3] Click "Login".
6.2 Commissioning

6.2.1 Configuration in MSP Gateway

Precondition

The customer needs to obtain the web server address and find out the bind button, please contact with the MSP gateway manufacturer.

Binding the MSP gateway with BO’s MyBuildings account

Please follow the steps below:

[1] Enter the web server address to login the gateway.
[2] Enter the device name
[5] Click "Bind".
Setting notification group address for KNX

Please follow the steps below:

[1] Enter the URL to configure the gateway like "192.168.1.120/config.html".
[2] Select the "GroupAddress" function from the drop-down list.
[3] Enter the group address.
[4] Click "Save".
6.3 Grand access

6.3.1 Accessing the customer home screen

Please follow the steps below:

1. Access the link: https://stage.eu.mybuildings.abb.com/en/user/login/
2. Enter the user name and the password.
3. Click "Login".
4. The customer home screen is displayed.
6.3.2 Requesting maintenance for KNX devices

Please follow the steps below:

[1] On the customer home screen, scroll down the page to view "My System overview".

[2] Click " ".

[3] The devices to be maintained are displayed on the screen.

[4] Click "Request maintenance".
[5] Set the start time and end time.

[6] The "Permanent access" function is disabled by default. If this function is enabled, the engineer can access the device at any time.

[7] Enter the notes.

[8] Click "Send".
6.3.3 Approving the access from an engineer

Please follow the steps below:

[1] On the customer home screen, scroll down the page to view "My Systemoverview".

[2] Click " ".

[3] Select the designated device.

[4] Click "Grant access" to approve the access. If you click "Decline access", the access will be denied. After the access is approved, the customer can click "Edit granted access" to change the appointed time.
6.3.4 History check

Please follow the steps below:

[1] On the customer home screen, scroll down the page to view "My System overview".
[2] Select the designated device.
[3] Click "Go to system".
[4] Scroll down the page to view "Remote maintenance".
[5] Click "Maintenance history" to view the details.
7 Cyber security

7.1 Disclaimer
This product is designed to be connected and to communicate information and data via a network interface, which should be connected to a secure network. It is customer's sole responsibility to provide and continuously ensure a secure connection between the product and customer's network or any other network (as the case may be) and to establish and maintain appropriate measures (such as but not limited to the installation of firewalls, application of authentication measures, encryption of data, installation of antivirus programs, etc.) to protect the product, the network, its system and interfaces against any kind of security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information.

Although ABB provides functionality testing on the products and updates that we release, you should institute your own testing program for any product updates or other major system updates (to include but not limited to code changes, configuration file changes, third party software updates or patches, hardware change out, etc.) to ensure that the security measures that you have implemented have not been compromised and system functionality in your environment is as expected.

7.2 Port and service

<table>
<thead>
<tr>
<th>Port</th>
<th>Service</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>3671</td>
<td>Tcp</td>
<td>Communicate with ETS software</td>
</tr>
</tbody>
</table>

7.3 Deployment guideline
Please try not to install MSP PC-Client on a public computer and ensure that access to the computer is granted only to trusted personnel.

If you install MSP PC-Client on a public computer, please grant the user permission management. Before you exit the software, you are advised to log off your account.

We suggest you install this software on the computer which support secure boot to protect your system.

If you need to uninstall the software, it should be done through the system instead of directly deleting it.

7.4 Upgrading
If new version is available, the system will prompt the user to perform a download update and the user can choose the version to update.
7.5 **Malware prevention solution**

We suggest you turn on the firewall to protect your system.
8 Notice

We reserve the right to at all times make technical changes as well as changes to the contents of this document without prior notice.

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